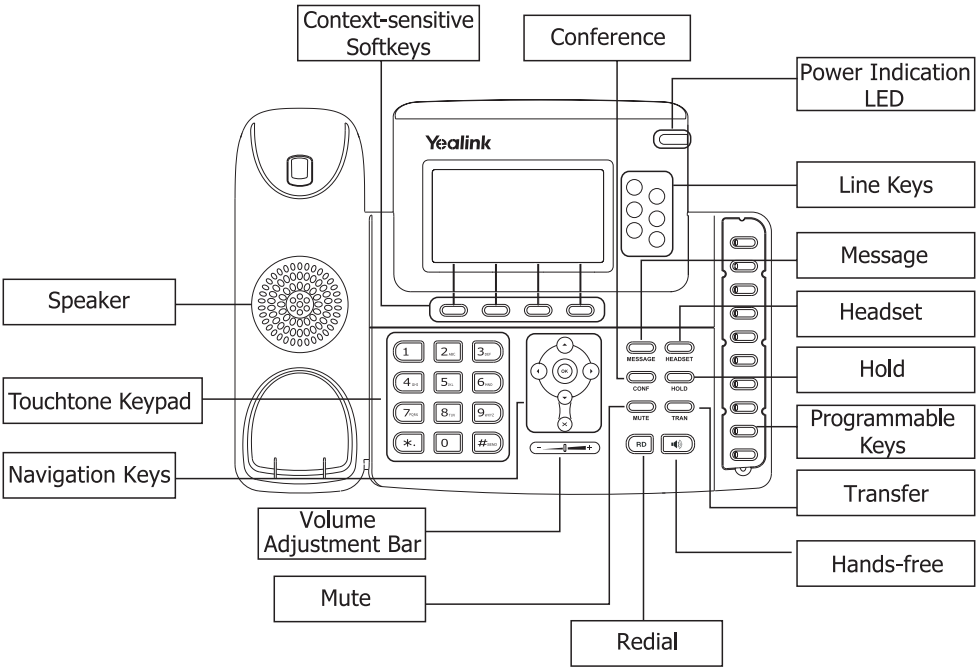
GLOBALINX®

*Changing the Way the World Communicates.®*

# Quick Reference Guide

## Yealink IP Phone
## SIP-T28P



# LEDs

## Programmable Keys as Call / Line Appearance Buttons (Not Active at this time)

### Account Button LEDs

| LED Status | Description |
|---|---|
| Steady green | The account is active |
| Blinking green | There is an incoming call |
| Off | The phone is in idle status whether registered/unregistered |

### Power Indication LEDs

| LED Status | Description |
|---|---|
| Steady green | Power on |
| Off | Power off |

# Making a Call

**You can make a call by pressing the Hands-free / HEADSET button or picking up the handset.**

- **Dial number directly:** Dial the number, then press SEND softkey to call out
- **Dial from Call History:** Press HISTORY softkey, use the navigation key to highlight the specific contact, press SEND button or SEND softkey to call out.
- **Dial from Directory:** Press DIRECTORY softkey, scoll to CONTACT LIST, press ENTER softkey. Then use the navigation key to highlight number and press the SEND softkey to call out.
- **Re-dial:** Press RD button to dial the last call you made. During the conversation, you can alternate between the Headset, Handset and Hands-free by pressing the corresponding buttons or picking up the handset.

# Answering a Call

Answering an incoming call in the following ways:

- If you are on another call, press the answer softkey. If not, lift the handset or press the SPEAKER button or the ANSWER softkey to answer using the speakerphone. If you have a headset, you may press the HEADSET button to answer the call.
- You can also press the REJECT softkey to deny the incoming call.

# Muting a Call

- Press the MUTE button during the conversation to mute the call. Press it again to unmute.

## Volume Adjustment

- During the call, press the Volume Adjustment Bar to adjust the volume.

## Putting a Call on Hold

- Press the HOLD button to put your active call on hold
- If there is only one call on hold, press the HOLD key again to retrieve it
- If there is more than one call on hold, press the up/down button to highlight the call. Then press the HOLD key to retrieve that call.

## Speed Dial

- Speed dial numbers can be programmed from your phone. Press the MENU softkey and select FEATURES, the select DSS keys. You may program Line, Memory or Speed Dial Keys. Follow the screen prompts to add Speed Dial Keys. If additional details are needed, request a copy of the User Manual from your Administrator.

## Voice Mail

- The presence of new voice mail messages is indicated in the idle screen. Press the VOICEMAIL soft key and enter your password to get to the voicemail in the server.
- To activate your voice mail, press *09 and then press #send. Follow the instructions you hear for setting up your account.

## Call Transfer

There are two ways to transfer a call:

**Blind Transfer:**

- Press the TRAN softkey during an active conversation. The call will be put on hold and you will hear a dial tone. Dial the telephone number to which you wish to transfer the call.
- Hang up to complete the transfer.
- You will be disconnected from the call.

**Attended Transfer:**

- Press the TRAN softkey during an active conversation. The call will be put on hold and you will hear a dial tone. Dial the telephone number to which you wish to transfer the call.
- When the phone is answered, you can have a private conversation without the first person hearing it, then hang up to complete the transfer and you will be disconnected from the call.

## Call Forward

- To forward a call, enter the path: Menu -> Features -> Call Forward
- There are 5 options: Always Forward, Busy Forward, No-Answer Forward, Busy/No-Answer Forward and Cancel Forward.
- For each option (except Cancel Forward), enter the number you want to forward your calls to. Press OK to save the changes.

## Conference Call

- Press the CONF softkey during an active call.
- The first call is placed on hold. You will hear a dial tone. Dial the number to conference in, then press SEND to dial out.
- When the call is answered, the conference call will now include you and the other two parties.
- Hang up to disconnect all parties.

## Menu Instruction

| Sub-Menu | Description |
|---|---|
| Status | You can check the status of your IP phone: IP address, MAC address, Firmware version, Account information, etc. |
| Accounts | You can check and configure the accounts information including the name, password, SIP Proxy |
| Network | It shows a summary of network-related parameters for your phone, such as WAN/LAN port option, VLAN option. |
| Features | Some advanced phone configuration can be customized in this sub-menu: Forward, Call Waiting, Auto Answer, Account Buttons |
| Settings | Some basic settings can be customized in this sub-menu: Language, Time, Ring Tone, Phone Volume |
| Message | It allows the users to check and edit the Voice Mail |
| History | You can check the call history here: All calls, Dial Calls, Received Calls, Missed Calls, Forwarded Calls. |
| Directory | Shows the Contact List of the phone |

**For additional information or assistance, contact GLOBALINX® Technical Support at (866) 909-8253.**

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